

Dear Commissioners:

Don't prevent states from fixing my cell phone problems. I am writing to oppose CG Docket No. 04-208 and WT Docket No. 05-194, which will unjustly take away the authority of states to tackle problems with cell phone service, including abusive cancellation penalties. Worse, the proposal will put in place a weak set of cell phone company-endorsed rules that offer no improvements in service or enforcement.

It's time to adopt policies that force cell phone companies to improve the level of service they provide to consumers. I go ballistic THINKING about the problems I've endured - the wrong information I've received, the "help" that isn't, the total lack of response of the company CEO to five letters. The only "service" Cingular offers is to try to get you to buy new equipment, new contracts. When a phone has a problem - it's always "you need a new (more expensive) phone - never any help on how to fix it, why they die such early deaths.

I have already filed two complaints with the FCC and the Consumers Union, and one with the state Attorney General and the Better Business Bureau and written my state and federal senators and representatives - everyone out there do likewise!!!!

Although CG Docket No. 04-208 purports to address consumer frustration with confusing cell phone bills, hidden fees and misleading advertising, the proposal does little for consumers. In the name of helping us, the agency is proposing to block states from passing their own pro-consumer laws. As bad, WT Docket No. 05-194 would bar state courts from enforcing state law when it comes to unfair and abusive cell phone contracts. That's going too far.

States are responding to consumer complaints. Don't stop them! And don't give in to adopting weak, industry-drafted rules in their place. The FCC should stand up to the cell phone industry, and respect states rights and strong consumer protections.

Sincerely,
Wanda S. Ballentine